MiScorecard Performance Summary

Business Unit:	**Department of Treasury**	
Executive/Director Name:	**Nick Khouri**	
Reporting Period:	**Apr 2018**	

Green	>=90% of target
Yellow	>= 75% - 90% of target
Red	<75% of target
Date Approved:	5/15/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
COLL-9	Percent of web payments received [1]	Red	=	65.00%	37.00%	37.00%	Monthly	The percentage of payment received via web
COLL-10	Telephone Call Quality Assurance Measures - Office of Collections.	Yellow	👍	100.0%	88.0%	87.0%	Monthly	To provide quality information and customer service on telephone calls. Staff are measured on several key criteria which helps determine where overall training may be needed to ensure a high quality of service.
TPB-10	IIT - Timely processing of returns requiring manual review.	Green	👎	90.0%	97.7%	102.5%	Monthly	All Individual Income Tax (IIT) returns are processed in the same year they are received.
TPB-15	IIT - Correspondence processed timely.	Green	=	90%	100%	100%	Monthly	Percentage of Individual Income Tax (IIT)correspondence processed within 60 days of receipt.
TPB-20	SUW -Correspondence processed timely.	Green	👍	90%	92%	90%	Monthly	Percentage of Sales, use and withholding (SUW) correspondence processed within 60 days of receipt.
TPB-17	SUW -Phone call average speed of answer.	Green	👍	7.00	7.11	10.17	Monthly	Respond to sales, use and withholding (SUW) phone calls within 7 minutes or less
LOGOV-7	Move distressed communities to fiscal solvency and stable self-governance	Green	👍	4	0	N/A	FY Annually	EM exit, RTAB meetings from monthly to bi-monthly to quarterly, dissolving RTAB, successful termination of consent agreements.
TAXPOL-16	Issue 10 substantive Revenue Administrative Bulletins (RABs) annually.	Green	👍	10	10 (CY2017)	8 (CY2016)	CY Annually	Improve communication to taxpayer/practitioner community by issuing a minimum of 10 substantive Revenue Administrative Bulletins (RABs) annually. (Note for 2016: 8 RABs, 3 Internal Policy Directives (IPDs), and 4 Tax Policy Newsletters were issued during CY2016.)
TAXPOL-17	Percent of guidance issued to taxpayer/practitioner within 3 to 6 months	Red	=	100%	0%	0%	Quarterly	Increase communications with the taxpayer/practitioner community to meet their needs timely. Note: One RAB was issued during the 3rd quarter of 2017.
Internal Business Process								
COLL-5	Percent of accounts which had appropriate action taken within the last 30 days	Yellow	👎	100%	80%	85%	Quarterly	Provide quality information and customer service during field visits to ensure timely collection and resolution of tax debts.
COLL-6	Percent of calls resolved on first contact	Yellow	👍	100%	83%	78%	Quarterly	Provide first time call resolution for debtors contact third party collection agent.
TCBMSP-1	Inspections of Tobacco Retailers	Green	👍	470	1124	889	Quarterly	This measures the number of administrative inspections of tobacco retailers and licensees by MSP and Treasury enforcement personnel each quarter.
TCB-9	Number of days to complete audit (combined number for various tax types) - monthly rolling average	Green	👍	200	214	218	Monthly	Ensure efficient audits by reducing the length of audit to 200 days. The measurement is when status changes go from "Start Audit" to "Manager Review".
TCB-12	Number of days to process audit (12 month rolling average)	Green	👍	195	108	110	Monthly	Process audits in timeframes (days) that exceed the requirement of PA3 of 2015. The measurement is from status change from "Manager Review" to "Audit Processing Complete".
TCB-16	Average Score for Field Audit Monthly Quality Assurance Review	Green	👍	95%	95%	94%	Monthly	Maintain a quality score of 95% or better as determined by quality assurance review
TCB-22	Process suspicious filer correspondence within 60 days.	Green	👍	95%	100%	98%	Monthly	Percent of suspicious filer correspondence completed within 60 days of receipt.
TCB-23	Process IRS correspondence within 60 days.	Green	=	95%	100%	100%	Monthly	Percent of IRS correspondence completed within 60 days of receipt.
TCB-24	Process Discovery correspondence within 30 days	Yellow	👎	95%	81%	92%	Monthly	Percent of Discovery correspondence completed within 30 days of receipt.
TAXPOL-13	Percent of hearings completed in less than 6 months	Yellow	👎	100%	82%	84%	Quarterly	Improve processes to reduce informal hearings process to take less than 6 months.
BDG-4	IT Projects on Time and Within Budget	Yellow	👎	85%	71%	87%	Quarterly	Track IT projects with respect to budget and completion time to ensure the Department meets legal/statutory requirements. This data has a lag time of 1 month.
STC-1	Percent of Tax Exemption Certificates Processed	Green	=	100%	100%	100%	CY Annually	This metric measures the percent of tax exemption certificates that are processed each year.
LOGOV-8	Conduct Audit of Minimum Assessing Requirements (AMAR) reviews	Green	👍	20.0%	20.0%	0.0%	FY Annually	Ensure fair, uniform and accurate assessments statewide by conducting Audit of Minimum Assessing Requirements (AMAR) reviews in the local units within 20% of the State's 83 counties annually. Maintain a five year cycle of reviews throughout the state.
OPS-7	Number of Material Security Breaches	Green	=	0	0	0	Monthly	Maintain and protect confidential information obtained through departmental programs.
Financial								
ORTA-7	Accurate Revenue Estimating.	Green	👎	3.0%	1.4%	0.3%	CY Annually	Estimate revenues within 3% of actual. The accuracy of the metric impacts the state budget process.
BOI-2	MPSERS Quarterly rolling 1 year average return	Green	👎	7.1%	13.8% 1Q18	16.2%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employees' Retirement System vs. Actuarial Target Rate
BOI-4	MPSERS Quarterly rolling 5 year average return	Green	👎	7.1%	10.1% 1Q18	10.7%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employees' Retirement System vs. Actuarial Target Rate
BSAF-5(a)	State Credit Rating (Fitch)	Yellow	=	AAA	AA	AA	FY Annually	Ensure the state receives the best credit rating possible. A better credit rating allows the state to borrow money at the most competitive rates available. Ensures the financial position of the state provides a climate for business investment and citizen confidence.
BSAF-6(a)	School Districts Serviced Under State Aid Note (Semi-Annual August Borrowing)	Green	👍	300	217	235	FY Annually	Provides access to short term loans for school districts. This metric goal is to reduce the number of school districts who need access to short term loans. Measured by the number of borrowings. Some school districts borrow more than once a year.

Learning and Growth

EXEC-1	Improve Internal Communication Through Web	Green	=	100%	100%	100%	Monthly	Regularly update the Treasury Intranet home page to ensure staff have access to current information. This measures the percentage of time the web is updated at least monthly.

Good Government

GG2	The percentage of champions identified in employee survey	Green	👍	56%	54% (2017) 2015 Survey	49%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement. Current value represents 2017 Employee Engagement Results.

[1] The status color for this metric reflects breaking points at 45% to 75% of the established target value.